

## ABSTRAK

Kinerja pemerintah dalam penerapan e-government di Desa Sumberagung, Kecamatan Sumberbaru, Kabupaten Jember menjadi fokus utama penelitian ini. E-government telah menjadi tren global dalam upaya meningkatkan efisiensi, transparansi, dan partisipasi masyarakat dalam penyelenggaraan layanan publik. Namun, tantangan khusus muncul di tingkat desa, termasuk keterbatasan sumber daya dan tingkat keterampilan teknis yang beragam di antara staf pemerintah dan warga. Penelitian ini bertujuan untuk mengevaluasi kinerja pemerintah desa dalam mengimplementasikan e-government, serta menganalisis faktor-faktor yang mempengaruhi keberhasilan dan tantangan yang dihadapi. Metode penelitian yang digunakan adalah campuran antara wawancara, observasi, dan analisis dokumen. Hasil penelitian menunjukkan bahwa meskipun terdapat kemajuan dalam penerapan e-government, masih ada beberapa hambatan yang perlu diatasi, seperti keterbatasan infrastruktur teknologi dan kurangnya kesadaran akan manfaat e-government di kalangan masyarakat. Dalam konteks ini, rekomendasi diberikan untuk meningkatkan investasi dalam infrastruktur teknologi, meningkatkan pelatihan dan edukasi terkait e-government, serta memperkuat kolaborasi antara pemerintah desa dan masyarakat. Dengan demikian, penelitian ini memberikan kontribusi penting dalam memahami dinamika penerapan e-government di tingkat desa dan memberikan panduan untuk peningkatan kinerja pemerintah dalam konteks lokal.

**Kata Kunci:** *Kinerja, E-government, Penerapan*

## **ABSTRACT**

*The government's performance in implementing e-government in Sumberagung Village, Sumberbaru District, Jember Regency is the main focus of this research. E-government has become a global trend in an effort to increase efficiency, transparency and public participation in the delivery of public services. However, special challenges arise at the village level, including limited resources and varying levels of technical skills among government staff and residents. This research aims to evaluate the performance of village governments in implementing e-government, as well as analyzing the factors that influence success and the challenges faced. The research method used is a mixture of interviews, observation and document analysis. The research results show that although there has been progress in implementing e-government, there are still several obstacles that need to be overcome, such as limited technological infrastructure and a lack of awareness of the benefits of e-government among the public. In this context, recommendations are given to increase investment in technological infrastructure, improve training and education related to e-government, and strengthen collaboration between village governments and communities. Thus, this research makes an important contribution in understanding the dynamics of e-government implementation at the village level and provides guidance for improving government performance in the local context.*

**Keywords:** *Performance, E-government, Implementation*